



**NATIONAL INFORMATION  
TECHNOLOGY CENTER**

# **Service Catalog**

**Version 1.3**



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Service Desk: 888-USE-NITC

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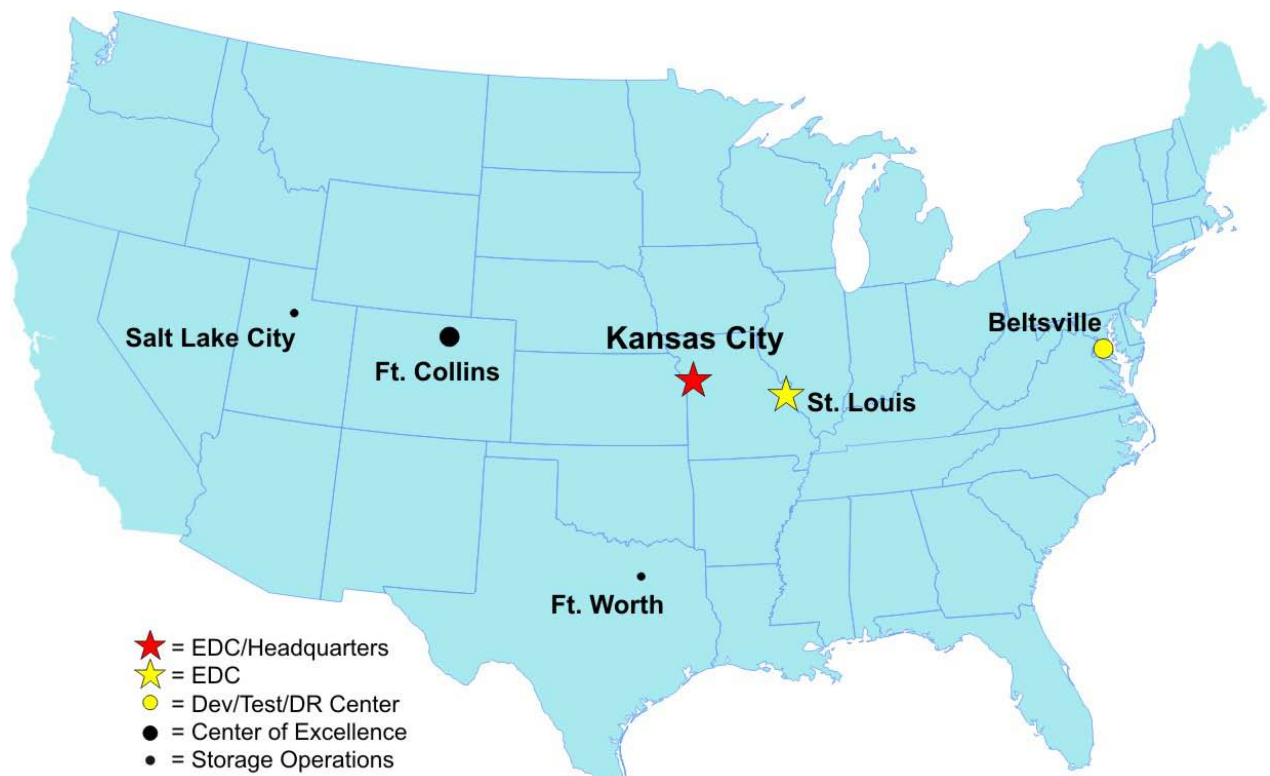
# About NITC

The National Information Technology Center (NITC) is an organization of the United States Department of Agriculture (USDA) Office of the Chief Information Officer (OCIO) with a mission to “**provide secure, reliable, and cost effective IT solutions to achieve effective mission performance and program delivery for our valued customers**”.

The NITC is responsible for the operation and management of USDA Enterprise Data Centers in Kansas City, Missouri and Saint Louis, Missouri as well as a facility in Beltsville, Maryland for development, test, and disaster recovery purposes. The NITC-managed Enterprise Data Centers provide enterprise-class computer operating environments that enable optimal availability for mission-critical systems and applications that utilize “green” industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions. NITC also manages a Software Development Center of Excellence in Fort Collins, Colorado to provide a full complement of Enterprise Information Technology solutions and services to support the missions of agencies and offices both internal and external of USDA.

The NITC Enterprise Solutions are developed utilizing government and industry standards and best practices. Our computing facilities utilize state-of-the-art and proven technologies to deliver optimal yet cost-effective solutions. NITC has a diverse and highly skilled staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, application development and support, and disaster recovery. They work with customers to deliver secure and highly available solutions. The NITC secure IT infrastructure consists of virtualized mainframe and midrange platforms as well as virtualized network and storage infrastructure. The systems and applications managed by NITC are national in scope, mission critical, and essential for the operations of the United States government.

The NITC partners with customers to understand underlying business goals and technology requirements to ensure program and project success.



## Service Desk

**The NITC Service Desk is your single Point of Contact (POC) for managing incidents to resolution. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer.**

The Service Desk is available 24 hours a day, 7 days a week, and utilizes Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

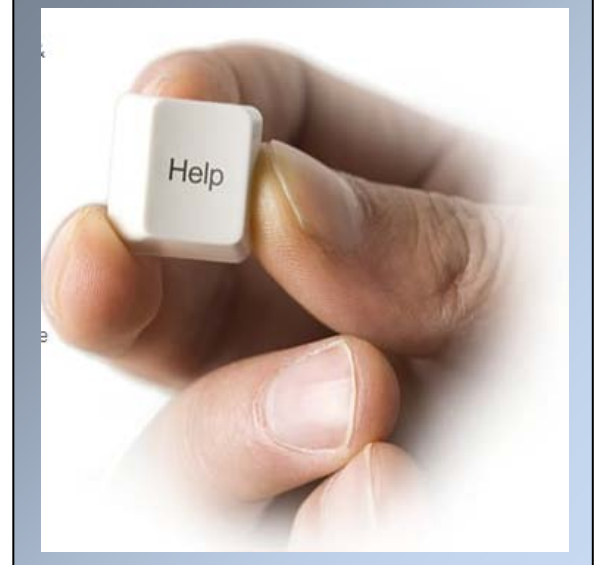
**The NITC Service Desk supports customers daily with:**

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets
- Account permissions
- Connectivity issues
- Remote access
- Lost equipment notification

**When contacting the Service Desk for assistance:**

- Be prepared to provide required information
  - Contact information
  - Relevant agency and system information
  - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

*The NITC Service Desk plays an integral part in all NITC services.*



**Contact Us at:**

**[NITCServicedesk@ocio.usda.gov](mailto:NITCServicedesk@ocio.usda.gov)**  
**888-USE-NITC or 816-926-6660**

## System and Network Control Center

The NITC System and Network Control Center (SNCC) monitors the performance and availability of NITC managed systems and networks 24 hours a day, 7 days a week.

### The NITC System and Network Control Center performs:

- System and network monitoring
- 2<sup>nd</sup> Tier Systems Administration support
  - Mainframe Initial Program Loads (IPLs)
  - System Reboots
  - Hardware Resets
  - Hardware support
  - Software Support
- Production control functions
- Facility monitoring and management
  - Power and Environmental Equipment Support and Incident Resolution
  - Data Center Security and Access Control
- Tape management
  - Physical tape handling
  - Offsite tape rotation and retrieval
  - Coordination and deployment of media for disaster recovery
- Data component disposal
- 2<sup>nd</sup> Tier Incident and Problem Management support
- Certification of hardware/software changes

*The NITC System and Network Control Center performs 24 x 7 monitoring and operations services.*



### When contacting the System and Network Control Center:

- Be prepared to provide required information
  - Contact information
  - Relevant agency and system information
  - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

### Contact Us at:

[NITCServiceDesk@ocio.usda.gov](mailto:NITCServiceDesk@ocio.usda.gov)  
888-USE-NITC or 816-926-6660



# About NITC



Service Desk: 888-USE-NITC

## IT Service Management

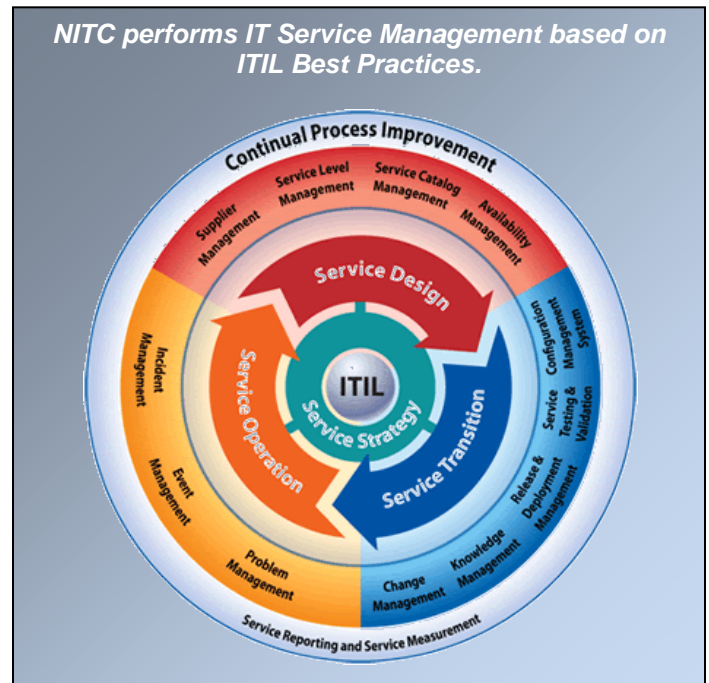
NITC performs IT Service Management (ITSM) functions based on Information Technology Infrastructure Library (ITIL) best practices to provide optimal service to our customers.

The NITC ITIL-based ITSM practices provide:

- Configuration Management Database (CMDB)
- Asset Management
- Configuration Management
- Release Management
- Change Management
- Incident Management
- Problem Management

Contact Us at:

[NITCServiceDesk@ocio.usda.gov](mailto:NITCServiceDesk@ocio.usda.gov)  
888-USE-NITC or 816-926-6660



## Business Management Services

*NITC Account Managers help translate individual business needs into technical requirements and help customers find their way to optimal service delivery.*



### Service Description

Account Managers dramatically enhance the overall NITC customer experience by assisting with the translation of business application needs into technical hosting requirements and by providing an escalation point for customer services issues.

### What is Included

- Ongoing customer relationship management
  - Develop an understanding of customer business functions
  - Identify customer business requirements
  - Assist with the definition of technical requirements
  - Represent NITC functional areas and the overall service delivery process
  - Provide an escalation point to customer service delivery issues
  - Ensure that key issues are escalated to NITC executive management
- Provide information about available NITC services and related costs

- Facilitate customer meetings regarding new projects with NITC functional areas
- Provide pricing estimates for new projects and changes to existing services
- Establish and maintain formal customer service agreements
  - Financial analysis to forecast usage and growth/retraction requirements
  - Monitor actual billing and make changes to agreements as necessary
- Monitors the overall Service Management lifecycle from establishment through retirement
- Provides information regarding planned changes to NITC services for strategic planning purposes
- Collects planned capacity and technical requirements and ensures information is included in NITC strategic planning and capacity forecasts

### How We Charge

This key value-added service is included with other NITC services at no extra cost.

### Cost Saving Tips

- Provide thorough business and technical requirements
- Utilize [Technology Planning Services](#) to architect the hosting solution and identify all potential costs
- Utilize NITC [Project Management Services](#) to ensure timely project delivery
- Utilize [Disaster Recovery Services](#) to plan and coordinate DR testing
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Keep Account Managers informed of planning changes and capacity requirements



## Procurement Services

*Procurement Services enhance the NITC customer experience and provide additional savings through consolidation of buying power.*



### Service Description

NITC Procurement Services enhance the customer experience by providing centralized support for key contract negotiations. This valued added service can optionally be utilized to acquire necessary equipment, software, and services to provide a total customer solution.

### What is Included

- Acquisition consultation and assistance
- Cost Savings through economies of scale
- Acquisition support for funded procurements
  - Equipment
  - Software
  - Services
  - Maintenance
- Acquisition Life Cycle Management
  - Requirements Definition
  - Request for Proposal (RFP) development support
  - Technical and Business proposal evaluation
  - Contract Management
- Vendor management

### How We Charge

This value-added service is offered to NITC Managed Hosting customers for no additional cost. Actual acquisition costs are passed on to customers via reimbursable agreements.

### Cost Saving Tips

- Utilize available Blanket Purchase Agreements (BPAs) and other existing contracts
- Provide documented acquisition requirements
- Avoid emergency and expedited procurements

### Additional Information

- USDA customers must provide an approved Acquisition Approval Request (AAR) and other supporting information.

## Gartner™ Licensing

*NITC can provide access to valuable Information Technology industry analysts and research.*



### Service Description

Upon request, NITC will work with the customer to purchase subscription services to access Gartner™ research materials and analysts through a consolidated contract.

### What is Included

- Procurement of a Gartner subscription service to gain access to:
  - Gartner technical analysis and research
  - Gartner events information
  - Gartner consulting and specialized services
  - IT metrics for performance comparisons
- Vendor management and service support
- Contract and agreement management

### How We Charge

This value-added service is provided to NITC customers for no additional cost. Actual subscription and service costs are passed on to the customer via reimbursable agreements.

This service is only available to USDA customers.

Available Gartner subscription services include:

- Core Reference Seats
- Core Advisor Seats
- Gartner for IT Leaders
- CIO
- EXP Signature
- CIO Essentials

### Cost Saving Tips

NITC customers can maximize their investment in Gartner services by combining their requirements with those of many other customers to achieve maximum discount levels and price reductions.

### Additional Information

- Specialized services are also available from Gartner to meet unique and varied customer requirements.

## Web Server

*We provide a full service Web Server solution for static web applications.*



### Service Description

NITC provides an enterprise-class web server solution that meets agency requirements for light-weight web applications that require very little dynamic data. This offering includes simple scripting capable of supporting light-weight database updates and data retrieval.

### What is Included

- IBM HTTP™ or Apache™ Web server
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Perl, PHP, SSJS, JSP, Python, Ruby, AJAX, VBScript

### How We Charge

Hosting charges are based on the following factors:

- Number of Web Application Server solutions
  - Includes HA Production, HA Staging, and Development environments
- Optional [Web Database](#) requirements
- Optional [eAuthentication](#) integration

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



# Software as a Service

## Web Application Server

*We provide a full service Web Application Server environment for application hosting.*



### Service Description

NITC provides an enterprise-class web application server environment for robust, fault-tolerant web application hosting.

### What is Included

- IBM Websphere Application Server™ (WAS) solution
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Java 2 Platform, Enterprise edition (J2EE)
  - JDK, EJB, Servlet, JSP, JMS, JDBC, JAX-RPC, SAAJ, Web Services for J2EE, JAXR, Java Authorization Contract for Containers, J2EE Management, J2EE Deployment, and J2EE Connectors
- Web services standards
  - WS-I compliance, WSS 1.0, WS-Transaction (Atomic Transactions), UDDI v3
- Extending support for the on demand operating environment
  - Programming Model Extensions
  - Enhanced autonomic/grid support
    - OGSA standards support
  - WebSphere Platform Messaging Ease of Use
  - WebSphere Rapid Deployment, JSF, SDO, Unified Clustering

### How We Charge

Hosting charges are based on the following factors:

- Number of Web Application Server solutions
  - Includes HA Production, HA Staging, and Development environments
- Optional [Web Database](#) requirements
- Optional [eAuthentication](#) integration

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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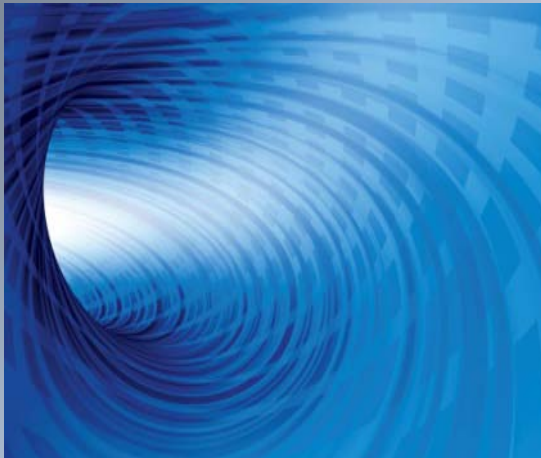
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### Cost Saving Tips

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- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

## Web Portal

*NITC provides a full service Web Portal solution for integrated web applications and content.*



### Service Description

NITC provides an enterprise-class portal solution for web application hosting that allows aggregation of applications and content for delivery as a single, role-based application.

### What is Included

- IBM Websphere Portal™ solution
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Service-oriented architecture
- Simplified portlet creator
- Workflow support
- Interactive forms
- User Interface enhancements
- Composite applications and templates
- Personalization
- WebSphere Portal Server (WPS) programming model

### How We Charge

Hosting charges are based on the following factors:

- Number of Web Portal solutions
  - Includes HA Production, HA Staging, and Development environments
- Optional [Web Database](#) requirements
- Optional [eAuthentication](#) integration

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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### Cost Saving Tips

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- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integration efforts and reduce costs through economies of scale

## Web Database

*NITC provides a full service Database solution to support key NITC Web Services.*



### Service Description

NITC provides an enterprise-class database solution that optionally supports other NITC Web Service offerings as well as provides key database solution requirements for NITC Content Management offerings.

### What is Included

Fully managed Oracle™ Database solution that supports other key Software as a Service offerings.

- Optional for :
  - [Web Server](#)
  - [Web Application Server](#)
  - [Web Portal](#)
- Required for:
  - [Web Content Management](#)
  - [Document Management](#)
  - [Records Management](#)

Robust Oracle™ Database solution that includes:

- Optional eAuthentication protection
- Multi-node, Highly-Available (HA) architecture
  - Includes two production, two staging, and one development server (five total)
- Rapid Application Cluster/Active Data Guard
- Partitioning
- Change Management Pack
- Configuration Management Pack
- Diagnostics Pack
- Tuning Pack

### How We Charge

Hosting charges are based on the following factors:

- Number of complete five server Database solutions
- Data storage utilization
- Optional [eAuthentication](#) integration
- Other optional and/or required Software as a Service offerings

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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### Cost Saving Tips

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- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



## Web Content Management

*NITC provides a full service Web Content Management solution.*



### Service Description

The NITC Web Content Management solution enables all authorized users within an organization to create, capture, store, manage, publish, view, search, archive all types of documents, and provides the ability to support the entire content management lifecycle.

Contributors are granted the ability to publish content directly, without a web masters intervention, vastly increasing the speed of making information available on the web.

### What is Included

- Oracle Enterprise Content Management Suite™
  - [eAuthentication](#) protection
  - Multi-node, highly available (HA) architecture
  - Development, Staging(HA), and Production(HA) environments
  - On Demand Publishing (ODP) Component
  - Content Integration Suite (CIS)
  - Web Services Description Language (WDSL)
  - Simple Object Access Protocol (SOAP) Component
  - Custom Components can be added on request

### How We Charge

Hosting charges are based on the following factors:

- Number of Web Content Management solutions
  - Includes HA Production, HA Staging, and Development environments
- [Web Database](#) requirements and storage utilization
- Actual storage utilization
- Initial Application Integration services

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integration efforts and reduce costs through economies of scale

## Document Management

*NITC provides a full service Document Management solution.*



### Service Description

The NITC document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review, and revision.

### What is Included

- Oracle Enterprise [Content Management](#) Suite™
  - Optional [eAuthentication](#) protection
  - Multi-node, Highly-Available (HA) architecture
  - Development, HA Staging, and HA Production environments
  - Workflow process capability
  - Content Integration Suite (CIS)
  - WDSL SOAP Component
  - Custom Components can be added on request

### How We Charge

Hosting charges are based on the following factors:

- Number of Document Management solutions
  - Includes HA Production, HA Staging, and Development environments
- [Web Database](#) requirements and storage utilization
- Initial [Application Integration](#) services
- Additional integration fees if adaptors are required for content management (SharePoint, File Share, and etc.)
- Optional [eAuthentication](#) integration

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

## Records Management

*NITC provides a full service Records Management solution.*



### Service Description

The NITC Records Management solution enables organizations to apply their records management policies and procedures for data in remote repositories such as file systems, content management systems, and email archives.

This system provides DOD 5015.2 Chapter 2 and Chapter 4 certified electronic records management.

### What is Included

- Oracle Enterprise [Content Management](#) Suite™
  - Optional [eAuthentication](#) protection
  - Multi-node, Highly-Available (HA) architecture
  - Development, HA Staging, and HA Production environments
  - Independent content server for customer Records Management project tied with departmental master policy records management server for file plan compliancy
  - Built in integration for Oracle Universal Records Management (URM) adapter
  - Additional adapters for various data/records repository

### How We Charge

Hosting charges are based on the following factors:

- Number of Records Management solutions
  - Includes HA Production, HA Staging, and Development environments
- [Web Database](#) requirements and storage utilization
- Initial [Application Integration](#) services
- Additional integration fees if adaptors are required for content management (SharePoint, File Share, and etc.)
- Optional [eAuthentication](#) integration

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



## Site Studio™

*NITC provides a Site Studio solution for creating web applications.*



### Service Description

Site Studio™ is a powerful, flexible web development program that offers a comprehensive approach to designing, building, and maintaining enterprise-scale web sites. It goes beyond conventional HTML and script editors by offering integrated web site creation and content management.

### What is Included

- Oracle Enterprise [Content Management](#) Suite™
  - [eAuthentication](#) protection
  - Multi-node, highly available architecture Development, Highly-Available (HA) Staging, and HA Production environments
  - On Demand Publishing (ODP) Component
  - Content Integration Suite (CIS)
  - Web Services Description Language (WSDL) Simple Object Access Protocol (SOAP) Component
  - Custom Components can be added on request
- Oracle Site Studio™
  - [eAuthentication](#) protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
  - Site Studio Contributor
  - Site Studio Designer

### How We Charge

Hosting charges are based on the following factors:

- Actual number of Site Studio instances
- Optional [eAuthentication](#) integration costs

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Upon Request

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### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

### Additional Information

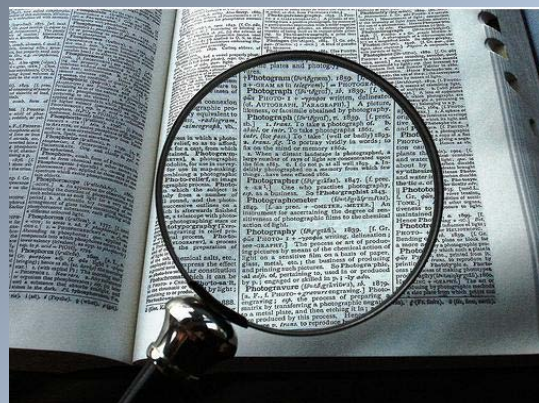
# Software as a Service



Service Desk: 888-USE-NITC

## Web Search

*NITC provides customizable enterprise search capabilities for web applications.*



### Service Description

The NITC Enterprise Search offering provides customizable, web search-engine functionality for web applications. The solution can be configured to search collections of web pages that are customized per application. These collections can include anything from the entire domain to a single web page. The search catalog offers services for public facing and protected sites using USDA's SSO (eAuthentication) system.

### What is Included

- Best-in-class appliance-based search
- Cross-site, cross-agency, cross-department search capability
- Customizable search based on website logical design
- Customizable search result output
- File system, Web repository, Database, Feed, Connector, OneBox module-based crawl ability
- Secure site crawl-ability (eAuthentication)

### How We Charge

Hosting charges are based on the following factors:

- Actual number of website URLs crawled
- Setup fee for highly customized integrations

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

- \* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

## Web Accelerator (Akamai)

*NITC can provide Web Accelerator service to further enhance web application performance and availability.*



### Service Description

NITC can provide 3<sup>rd</sup> party Akamai Web Accelerator service to further enhance web application performance and availability. Front end redundancy and geographically dispersed nodes for last loop efficiency are included.

Built upon Akamai's EdgeAdvantage™ platform, Akamai's EdgeSuite™ solution introduces intelligent content generation and comprehensive site delivery at the edge and provides E-businesses with the optimal solution for dynamic website availability, scalability and performance.

### What is Included

- Akamai's global caching network
- Management Console to manage content
- Generation of content from the Edge
- NetStorage for online storage

### How We Charge

Hosting charges are based on the following factors:

- Actual usage of licensed applications based on bandwidth consumption
- Initial integration fee

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



## Identity and Access Management Services eAuthentication

*NITC Identify & Access Management Services provides secure electronic identification for access to applications.*



### Service Description

The USDA eAuthentication Service provides centralized credentialing, multi-factor authentication and authorization services for integrated web applications. This service supports assurance level 1 and assurance level 2 credentials, and provides internet and intranet applications with the ability to protect application resources. The eAuthentication Service currently supports physical identity proofing and will soon be able to provide that service online. The eAuthentication Service also complies with NIST and OMB standards for identity and access management.

### What is Included

- Supports secure external access to integrated web sites
- Protects web server directories against unauthorized modification
- Single Sign-On (SSO) by providing a single-factor credential that can be used to navigate to any participating web application without the need to log in again
- Supports “coarse-grained” authorization based on profile attributes and application access roles
- Self registration for Assurance Level 1, and 2 applications. (Identity Proofing is required for Level 2)

Identity Proofing services are supported by over 13,000 Local Registration Authorities in USDA offices across the U.S.

### How We Charge

Agencies wishing to use eAuthentication multi-factor authentication services pay an integration fee based on the complexity of the work.

A per seat cost will be charged for all eAuthentication users.

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Use of a centralized credentialing and authentication system like USDA eAuthentication provides considerable resource and infrastructure cost savings
- Utilize a centralized login/password system like eAuthentication to increase worker productivity

### Additional Information

For general eAuthentication information:

<http://www.eauth.egov.usda.gov/index.html>

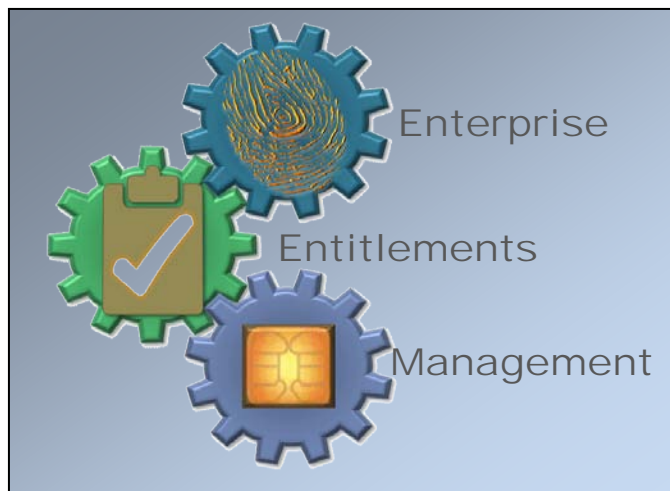
For eAuthentication integration information:

<https://eauthsvcs.sc.egov.usda.gov/eiss/screens/index.aspx>

For LincPass general information:

<http://hspd12.usda.gov/PIVCardIssuanceReport.html>

## Identity and Access Management Services Enterprise Entitlements Management Service (EEMS)



### Service Description

The USDA Enterprise Entitlement Management Service (EEMS) is a comprehensive solution that provides a single point of control to manage identity and access management (IAM) across the entire organization including employees, contractors, visitors, interns, short-term employees, appointees, and partners. It is a highly-available centralized service with distributed management capabilities.

Agency administrators function within branded and virtual operating environments where they can view and manage isolated agency users and resources. The diverse missions of many federal agencies necessitate local control of security, yet there is an overwhelming need for enterprise baseline security policies. EEMS provides virtualized operating environments that allow for both.

By improving the speed, efficiency, and accuracy of identity management, EEMS provides cost savings of unneeded manual processes, EEMS reduces the business risk exposure of USDA networks and data.

#### Base Service includes

Enterprise Directory (eDir), Identity Manager (IDM), Identity Correlation & Synchronization Server (ICS), and Role & Compliance Manager (RCM).

### What is Included

- Compliance management (A-123 & FISMA)
- Auditing and reporting
- Service Desk support
- Secure facility, hardware, and system software
- Personnel support for problem resolution
- Performance monitoring
- Account and privilege provisioning and de-provisioning
- User directory entries and synchronization management
- Professional services for integration of user interface to agency applications can be optionally provided

### How We Charge

Application integrations fees are based on the complexity of respective integration requirements.

Ongoing operations and maintenance costs are shared among EEMS customers and are based on respective agency headcount.

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x7
System Availability	99.95% excluding planned downtime*

### Cost Saving Tips

- Share licensed applications across agencies to leverage the cost of the license across many users.
- Engage NITC early in the scoping phase of a new project to identify volume, geography, security requirements, etc.
- Early planning with the Department's Mission Office (ICAM/EEMS Project Team) may reduce project length, development costs and rework.

### Additional Information

- Website links for application repository and development site.

## Identity and Access Management Services Enterprise Entitlements Management Service (EEMS)

### **Enterprise Directory (eDir)**

The Enterprise Directory provides a comprehensive view of predefined authoritative data managed by the Identity Manager component for all users across the enterprise, allowing enterprise-class applications to leverage the Enterprise Directory for authentication and authorization services and bypassing significant limitations typically encountered with Active Directory forests.

### **Identity Manager (IdM)**

IdM is the core product of EEMS and provides administrative interfaces, provisioning and de-provisioning of identities and entitlements, rule-based policy management, role-based access control, and monitoring and reporting capabilities.

### **Identity Correlation & Synchronization (ICS)**

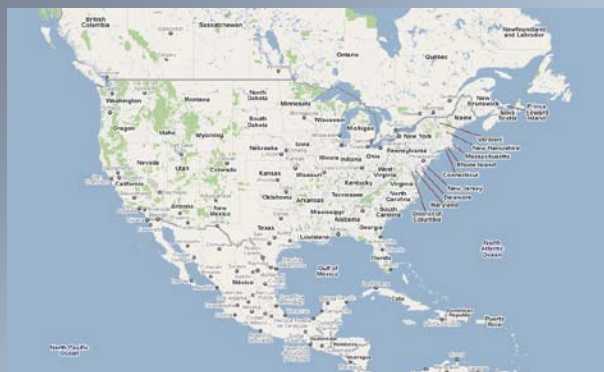
Provides bi-directional data synchronization and abstracted directory virtualization services that greatly simplify the management of identity across disparate data stores. ICS detects changes to data sources and transforms and propagates them to consuming systems according to customized business logic.

### **Role & Compliance Manager (RCM)**

Provides support to quickly and accurately develop, maintain, and analyze role models as well as manage centralized compliance policies. RCM uses advanced pattern recognition analysis to prevent improper privilege escalation and separation of duties (SOD) policy violations. It is also used to map roles and entitlements in existing data stores during data store integration with IdM.

## Geospatial Hosting (Google Maps)

*NITC provides a Geospatial interface for web application mapping features.*



### Service Description

The Geospatial interface is a mash-up type application which utilizes a 3<sup>rd</sup>-party mapping service and a custom Application Programming Interface (API) to create an integrated mapping service. Map data points and associated information are set via an integrated database, which also provides a method of marking maps with useful information.

### What is Included

- Google Maps Premier API™
  - Multi-node, highly available architecture
  - Production and non-Production environment
  - eAuthentication integration available
  - The Google Maps Premier API lets you embed Google Maps in web pages via JavaScript. The API provides a number of utilities for manipulating maps and adding content to the map through a variety of services, allowing you to create robust map applications on a website
  - The ability to integrate maps with secure content through delivery over https

### How We Charge

Hosting charges are based on the following factors:

#### Geospatial Hosting

- Number of integrated mapping websites
  - Includes HA Production, HA Staging, and Development environments
- Associated eAuthentication integration costs

#### Google Maps (Premier)

- Optional licensing in 1 million page view increments

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



## Blogging

*NITC provides a full service  
Blogging software solution.*



### Service Description

NITC offers a full service Blogging software service that can provide enhanced internal and external communication among management, operational and business staff, and the public. When this service is integrated into a web application, posted information is shared in a chronological fashion that delivers a high level of feedback and end-user interaction.

### What is Included

- Apache Roller Weblog™ or Wordpress MU™ software
- Apache Roller Weblog
  - Multi-node, highly available architecture
  - Production and non-Production environment
  - USDA eAuthentication protection available
  - Customizable “theme” packs, including standard USDA templates
  - User Accounts for site administration / content authoring
- Wordpress MU™
  - Multi-node highly available solution
  - Production and non-Production environment
  - Optional “add-ons” to add additional functionality to blogs
  - Customizable CSS-based themes
  - RSS Feeds

### How We Charge

Hosting charges are based on the following factors:

- Number of Blogging solutions
  - Includes HA Production and Staging environments
- Optional [eAuthentication](#) integration costs

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

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- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

# Software as a Service

## IdeaJam™

*NITC offers a full service software solution that provides a place where people can share their ideas.*



### Service Description

IdeaJam™ is a cutting edge software tool, that provides a place where people can post and share their ideas, and gauge the marketability, popularity and viability with input from others.

When an idea gets posted, others can help promote or demote the idea and provide comments. Popular ideas will rise to the top of the site based on votes.

### What is Included

- Integrated IdeaJam™ Solution
  - Multi-node, highly available architecture
  - Production and non-Production environment
  - eAuthentication integration available
  - Lotus Domino Server™
  - Integration with USDA eAuthentication single sign on protection

### How We Charge

Hosting charges are based on the following factors:

- Actual number of Idea Jam instances
- Initial design, setup, and customization
- Optional [eAuthentication](#) integration costs

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale



## USDA Connect (Social Networking Suite)

*We provide a web-based social networking suite for information sharing across USDA.*



### Service Description

NITC provides a social networking software solution to empower USDA employees to develop and maintain a network of colleagues and nurture creativity with communities of coworkers, partners and customers.

### What is Included

- Fully Managed Social Networking solution
- Access management provided through [eAuthentication](#)
- Robust Social Networking Suite that includes:
  - Profiles
  - Communities
  - Activities
  - Blogs
  - Wikis
  - Files
  - Bookmarks

### How We Charge

Solution charges are based on the following factors:

- Fee based on each user within the agency
- Additional fee for storage use above the standard limit

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

\* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

We encourage the use of enterprise applications to take advantage of economies of scale thereby reducing cost to all customers

### Additional Information

USDA Connect Website <https://connections.usda.gov/>

# Software as a Service

## Virtual Worlds

*Virtual Worlds can be used to collaborate and share information in virtual setting.*



### Service Description

NITC can provide the Application Development and Hosting Services to create a Virtual World to enhance collaboration across agencies, support prototyping, provide analytical work spaces.

### What is Included

- An internet-accessible 3D virtual environment that enhances collaboration, learning, and interaction among individuals and organizations in geographically diverse locations
- A shared repository of 3D objects and avatars
- Robust and scalable NITC Hosting Services in a secure federal Enterprise Data Center
- Integration with NITC Identity and Access Management Services (eAuthentication) to ensure identity of users
- Selections can be made from a sliding scale of services to create the ideal Virtual World:
  - Application Development and Maintenance
    - 3D Virtual Place development
    - Simulation development
    - Integration with existing learning environments
  - Software Licensing
  - [Hosting Services](#)
  - Help Desk support

### How We Charge

Charges depend on the number of services chosen and include the following:

- Software licenses
- Development of the virtual environment
- Number of concurrent users
- Hosting costs
- Non-standard customization
- Level of support

### Service Level Metrics

Measure	Target SLA
Monitoring	24x7
Service Desk support	Prime hours or as contracted
Response	24 x7 On Call System Engineers
Site Availability	99.99% *excluding planned downtime

### Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify requirements.
- Reduce travel costs while broadening collaboration and communication.
- Simulate experiences that would be too costly or dangerous in real life.
- Foster social interaction between geographically dispersed team members or customers.

## Whole Disk Encryption

*NITC can help secure keep your data secure.*



### Service Description

This service protects data residing on end-point personal computers and media devices by encrypting the device (disk) or sensitive documents at the file or folder level.

### What is Included

- FIPS 140-2 compliance solution
- Layered defense against malware, phishing attacks, and hackers
- Granular document-level access restriction capability such as the ability to read, print, screen capture, forward via e-mail, or revoke access entirely, regardless of where the document resides
- Full “data at rest” protection
- Mobile and removable media support
- Centralized encryption software administration
- Public-Key Cryptography Standards (PKCS) #11 USB Tokens and Smart Card integration
- Microsoft Active Directory integration

### How We Charge

Hosting charges are based on the number of protected devices.

This service is only available to USDA customers.

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

- \* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Adhere to technology refresh best practices
- Adhere to hardware and software maintenance best practices

### Additional Information

- NITC establishes policies and procedures for Whole Disk Encryption configuration using departmental policies and vendor input

## Platform as a Service - Mainframe

*The NITC Mainframe Platform as a Service offering provides a fully managed platform for applications.*



### Service Description

The NITC Mainframe Platform as a Service includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services, technology refresh, and disaster recovery.

### What is Included

- Fully managed NITC [Network Services](#) and infrastructure
- Fully managed zOS™ and zVM (zLinux™) environments
- Third party software tools, utilities, and support
- System security administration and support
- Capacity planning and performance tuning
- 24x7 system and network monitoring and support
- Fully managed disk and tape storage services
- Fully managed Disaster Recovery of the operating platform
- Application data recovery support
- Customer certification testing support
- Job scheduling and related monitoring
- Standard database administration activities
- Systems engineering and consulting services
  - Install, configure, customize, and maintain the Operating System and system utilities
  - Research, coordinate, and apply OS maintenance
  - Management, analysis, and review of OS system audit logging
  - Troubleshoot and resolve OS-related problems
  - Disk and Tape storage administration
  - Perform system tuning within the limits of NITC configuration standards
- Related inheritable management controls

### How We Charge

Hosting charges are based on actual usage measurements.

#### Price drivers:

- Operating Platform used
  - zOS™ or zVM™ (ZLinux™)
- Prime time and non-prime time CPU usage
- High, Normal, Medium, or Deferred Priority
- Amount of disk storage utilized
- Amount of tape storage utilized
- Additional charges may apply for
  - Specialized software
  - Database administration
  - Application support

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.9% excluding planned downtime*

\* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

**NOTE:** NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Adhere to the scheduled maintenance window
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate project processing requirements on a quarterly basis
- Participate in scheduled disaster recovery testing
- Archive data only when necessary
- Delete any unnecessary data
- Utilize standard tools and applications



## Platform as a Service – Midrange

*We provide standard virtualized operation platforms to securely host customer applications.*



### Service Description

The NITC Platform as a Service (PaaS) for Midrange provides standard virtualized operating platforms to securely host customer applications. NITC exploits server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.

### What is Included

- Fully managed operating platform infrastructure
  - State-of-the-art server hardware
  - Standardized operating systems
  - [SAN/NAS](#) disk storage as required
  - [Backup/Archive](#) services as required
  - Highly available [Network Services](#)
  - Redundant server hardware
  - Period technology refresh
- Full platform administration services
  - Virtual server configuration
  - Virtual OS installation
  - Virtual OS upgrades and patching
  - Security hardening per NIST standards
  - Application software installation
  - User management and audit log review
  - Virus protection and vulnerability mitigation
  - Disaster recovery support
  - Incident and problem resolution
- Systems engineering based on application requirements
- Related inheritable management controls
- Optional Professional Services such as
  - [Database Administration](#)
  - [Application Development/Administration](#)

### Available Operating Platforms

Operating System	Platform		
	x86	Sparc	pSeries
Windows™	x		
Redhat™	x		
SUSE™	x		
Solaris™ *		x	
AIX™ *			x

\*Available FY2011

### How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

#### Price drivers:

- Amount of actual CPU and memory utilized
- Amount of actual [Backup/Archive](#) data retained
- Amount of actual [SAN/NAS](#) disk storage utilized
- Additional charges may apply for optional Professional Services

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x7
System Availability	99.99% excluding planned downtime*

\* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

**NOTE:** NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Be prepared to provide key hosting requirements to expedite the planning process

### Additional Information

- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability

# Hosting Services

## Managed Hosting

*We manage your servers up through the Operating System while providing a secure operating environment.*



### Service Description

NITC will manage customer-provided servers up through the Operating System (OS) in a secure operating environment including systems installation, engineering, administration, and support.

### What is Included

- NITC enterprise class [Facility Services](#)
- Availability and utilization monitoring
- Customer notification of related incidents
- Physical equipment installation assistance
- Cabling services per Enterprise Data Center standards
- Optional customer asset disposal
- Full Operating Systems administration services
  - Limited systems engineering
  - OS installation and customization
  - OS upgrades and patching
  - Security hardening per NIST standards
  - Application software installation assistance
  - User management and audit log review
  - Virus protection and vulnerability mitigation
  - Disaster recovery support
  - Incident and problem resolution
- Optional [SAN/NAS disk storage](#) services
- [Backup/Archive services](#) with customizable retention
- [Network Services](#)
  - Local and Wide Area Networking
  - Network Security Services
- Related inheritable management controls
- Optional Professional Services such as:
  - [Database Administration](#)
  - [Application Development/Administration](#)
  - [Technology Planning](#)
  - [Disaster Recovery Planning](#)

### Supported Operating Systems

Operating System	Server Platform		
	x86	Sparc	pSeries
VMWare <sup>TM</sup>	x		
Windows <sup>TM</sup>	x		
Redhat <sup>TM</sup>	x		
SUSE <sup>TM</sup>	x		
Solaris <sup>TM</sup>	x	x	
AIX <sup>TM</sup>			x

### How We Charge

Hosting charges are based on the number of physical and virtual servers managed.

#### Price drivers:

- Amount of actual cabling and rack space required
- Amount of actual [Backup/Archive](#) data retained
- Additional charges may apply for
  - Optional [SAN/NAS](#) disk storage
  - Optional Professional Services

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	Varies by customer environment

**NOTE:** NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Utilize NITC [Network Services](#)
- Utilize NITC [Storage Services](#)
- Utilize server virtualization to reduce hosting costs

### Additional Information

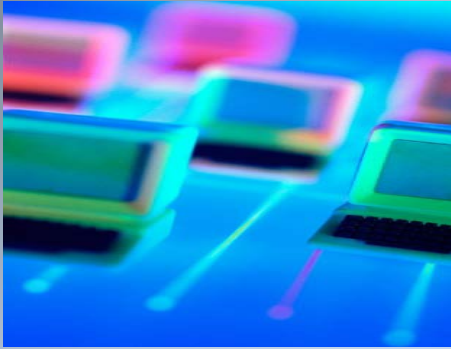
- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Customers are required to adhere to NITC Network vulnerability mitigation policy
- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability



# Hosting Services

## Collocation Hosting

*We provide secure floor space in an enterprise –class datacenter for collocated servers and equipment.*



### Service Description

NITC will provide a secure enterprise- class computing facility for the physical hosting of customer managed servers and equipment.

### What is Included

- NITC enterprise class [Facility Services](#)
  - Redundant Power
  - Redundant Cooling
  - Fire Protection
- Physical monitoring of customer equipment
- Physical system resets upon customer request
- Customer notification of facility related incidents
- Physical equipment installation assistance
- Cabling services per EDC standards
- Optional customer asset disposal
- Optional computer storage services
  - [SAN/NAS](#) disk storage services
  - [Backup/Archive](#) services
- Physical security monitoring
- Related inheritable management controls
- NITC [Network Services](#)
  - Local and Wide Area Networking
  - Network Security Services

### How We Charge

Hosting charges are based on the number of servers and peripherals collocated. Peripheral hosting charges vary depending on the size of the hosted peripheral.

#### Price drivers:

- Amount of actual cabling required
- Amount of actual rack space required
- Use of NITC [Network Services](#)
- Additional charges may apply for
  - Optional SAN/NAS disk storage
  - Optional Backup/Archive services

### Service Level Metrics

Measure	Target SLA
Physical Monitoring	24 x 7
Physical Response	24 x 7
System Availability	Customer Responsibility

**NOTE:** NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

### Cost Saving Tips

- Utilize NITC [Network Services](#)
- Utilize NITC [Storage Services](#)
- Utilize server virtualization to reduce hosting costs

### Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Professional Services are not optionally available with the Collocation Service.

## Storage Services – SAN / NAS

*NITC can provide a virtualized and highly-available disk storage infrastructure.*



### Service Description

The NITC Storage Area Network (SAN) / Network Attached Storage (NAS) service provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Platform as a Service customers. NITC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed disk storage cost/performance options.

### What is Included

- Enterprise-class virtualized disk storage controllers
  - High scalability
  - High performance
  - High availability
  - Robust data replication and migration features
    - Local disk cloning
    - Remote replication for disaster recovery
      - Primary Disk – Continuous
      - Backup Disk – Manual or Scripted
  - Three virtualized disk storage options
- Redundant SAN architecture
  - Dual-fabric architecture
  - Enterprise-class directors and switches
- Highly-available NAS infrastructure
  - Utilizes same virtualized disk architecture
  - Supports both NFS and CIFS file sharing
  - Robust data snapshot/replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended [Backup/Archive](#) services are also available

### Disk Storage Options

Option	Performance	SAN	NAS	Application Type
Tier 1	Best	x	x	Performance Sensitive
Tier 2	Better	x	x	Typical Applications
Tier 3	Good	x	x	Backup and Archive

### How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

#### Price drivers:

- Number of SAN/NAS ports utilized
- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

### Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.999%*

\*Target availability does not include any scheduled downtime and requires dual SAN/NAS connectivity to the storage infrastructure.

### Cost Saving Tips

- Utilize disk storage tiers appropriately
- Utilize provided path management software or native Operating System capabilities
- Utilize NAS solutions for highly available file sharing
- Proactively inform NITC of disk storage requirements

### Additional Information

- [Collocation](#) customers must maintain operating system, HBA driver, HBA Firmware, and Path Management Software interoperability
- [Collocation](#) customers must support periodic maintenance activities by verifying path availability before, during, and after maintenance procedures
- File system and database recovery procedures are typically required for Disaster Recovery

## Storage Services – Backup / Archive

*We provide a robust combination of hardware and software technologies for data protection and archive requirements.*



### Service Description

The NITC Backup / Archive Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Platform as a Service customers' data protection and archive requirements. NITC exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully-managed data protection and data lifecycle storage solutions.

### What is Included

- Fully managed data protection and archive solutions
- Both onsite and offsite data storage available
- Enterprise-class virtual tape technology
  - High scalability
  - High performance
  - Remote data replication features
- Automated real tape technology
  - High-capacity tape drives
  - Fully automated tape libraries
- Automated data protection software
  - Network and SAN client software
  - Optional database client software
- Automated Archive Management Software
  - Automated archiving from disk to tape
  - SAN /NAS disk storage required
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support

### Standard Backup Schedule and Retention\*

Backup Type	Frequency	Onsite Retention	Offsite Retention
Full	Weekly	30 days	30 days
Incremental	Daily	14 days	14 days

\*Backup schedule and retention periods are customizable

### How We Charge

Charges are based on actual backup/archive data stored.

#### Price drivers:

- Total amount of data protected
- Change rate of data protected
- Required backup schedule
- Type of archive storage required
- Data retention periods

### Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99%*

\*The NITC Backup/Archive solutions are designed to balance availability and control costs.

### Cost Saving Tips

- Follow information lifecycle management best practices
  - Purge unused data
  - Retain only required data

### Additional Information

- [Collocation](#) customers must maintain operating system, HBA driver, and HBA Firmware if directly attached to an NITC Backup/Archive storage device
- [Collocation](#) customers must support periodic maintenance activities to verify configurations and operational status
- Customers are responsible for communicating any special backup schedule or retention requirements
- Customer provided equipment utilizing NITC Backup Services must provide additional network connectivity to the EDC Backup Network



## Network Services

*We provide robust Local Area Network connectivity and access to the USDA Wide Area Network and the Internet.*



### Service Description

The NITC Network Services include Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet.

### What is Included

- Fully managed LAN infrastructure in each NITC Enterprise Data Center (EDC)
- Connectivity to the USDA Universal Telecommunications Network (UTN) WAN and Internet
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Fully integrated Network Security services
- Network cabling as required by NITC EDC standards

### How We Charge

The cost of this service is included with other hosting services that rely on this service.

**Hosting services that include Network Services:**

- [Software as a Service](#)
- [Platform as a Service](#)
- [Managed Hosting](#) services
- [Collocation Hosting](#) Services

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	≥99.99% excluding planned downtime*

\* - NITC reserves the option to schedule its routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

**NOTE:** NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The USDA is contractually guaranteed to be 99.9% available but has historically delivered ≥99.99% availability.

### Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

### Additional Information

- Customer provided equipment utilizing NITC Network Services must provide dual network connectivity to the EDC Highly-Available Network
- If optional [Backup Services](#) are utilized, network connectivity to the EDC Backup network is also required



## Facility Services

*We provide a secure, undisturbed system environment and data center infrastructure for hosting customer servers.*



### Service Description

NITC Facility Services provides an optimal Enterprise Data Center (EDC) operating environment for production customer application hosting. All NITC-managed EDCs adhere to USDA EDC standards and include key fault-tolerant characteristics equivalent to *Uptime Institute* Tier standards.

### What is Included

#### Production Enterprise Data Centers

##### **Kansas City, Missouri (Production)**

*Tier IV - Fault Tolerant Site Infrastructure*

A Fault Tolerant data center has multiple, independent, physically isolated systems that have redundant capacity components and multiple, independent, diverse, active distribution paths simultaneously serving the computer equipment.

##### **Saint Louis, Missouri (Disaster Recovery)**

*Tier III - Concurrently Maintainable Site Infrastructure*

A concurrently maintainable data center with redundant capacity components and multiple, independent distribution paths serving the computer equipment.

#### Development, Test, and Disaster Recovery Center

##### **Beltsville, Maryland**

*Tier 1 – Basic Site Infrastructure*

A basic data center with non-redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

### How We Charge

The cost of this service is included with other hosting services that rely on this service.

#### Hosting services that include Facility Services:

- [Software as a Service](#)
- [Platform as a Service](#)
- [Managed Hosting services](#)
- [Collocation Hosting Services](#)

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
Facility Availability	Beltsville (Tier 1) - 99.671%* Saint Louis (Tier III) - 99.982%* Kansas City (Tier IV) - 99.995%*

- \* NITC reserves the right to schedule occasional infrastructure downtime and maintenance activities to accommodate growth and ensure optimal availability.

### Cost Saving Tips

- Utilize NITC Enterprise Data Centers to obtain optimal business application availability
  - Kansas City for Production applications
  - St. Louis for Disaster Recovery

### Additional Information

- Escorted access to the data center for authorized customer personnel can be scheduled to perform necessary operational tasks
- Certified DOJ Level IV Secure Facility
- USDA DM 3510-01 Physical Security Standards for Information Technology Compliant
- Security measures include:
  - Guard stations
  - Parking lot and exterior building surveillance
  - Computer room entry and egress surveillance
  - Computer room entry and egress secured with buffer zone and biometric access control

## Application Development and Maintenance Services

*NITC can provide full business application development and support.*



### How We Charge

Charges are based on actual numbers of professional services hours.

#### Price drivers:

- Scope and timeframe of development project
- Actual professional service skill-set required
  - IT Specialist
  - Advanced IT Specialist
  - Senior IT Specialist
  - Senior Systems Architect
- Required software licenses
- Additional charges may apply for
  - Optional [Hosting Services](#)
  - Optional [Application Administration](#)
  - Optional [Database Administration](#)
  - Optional [Project Management](#)
  - Optional [Storage Services](#)

### Service Description

NITC can provide the professional services required for developing, maintaining, and supporting enterprise-class business applications.

### What is Included

- Application architecture and design
- Application development per industry best practices
- Application maintenance and support
- Technology consulting and feasibility studies
- Business requirements analysis
- Business process review
- New module development for existing applications
- Enhancements/modifications to existing applications
- Release management
- System and Database requirements development

### Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

### Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

### Additional Information

- Customer acceptance of deliverables is required

## Application Integration Services

*NITC can provide key integration and application administration services.*



### Service Description

NITC can provide the professional services required for integrating and administering enterprise-class business applications.

### What is Included

- Application architecture planning
- Application integration expertise and consultation
- Application software installation, maintenance, and support
- Supported Applications Services include:
  - IBM HTTP Web server™
  - IBM WebSphere Application Server™
  - IBM WebSphere Portal™
  - Oracle/Stellent Content Management™
  - Google Enterprise Search™
  - IBM MQ Series™

### How We Charge

Charges are based on actual numbers of professional services hours.

#### Price drivers:

- Scope and timeframe of integration project
- Required software licenses
- Additional charges may apply for
  - Optional [Hosting Services](#)
  - Optional [Application Development](#)
  - Optional [Database Administration](#)
  - Optional [Project Management](#)
  - Optional [Storage Services](#)

### Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

### Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

### Additional Information

- Customer acceptance of deliverables is required
- Administration and support for other application software is considered on a case-by-case basis

## Database Management Services

*NITC can provide Database administration and consulting services.*



### Service Description

NITC Database Management services can provide the necessary professional expertise to install, configure, operate, and maintain industry standard database software.

### What is Included

- Database engineering and architecture design
- Database software installation and configuration
- Database operations, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Pre-production and testing support
- Management of privileged user accounts to manage tables, indexes, and other data structures
- Problem and incident management
- Performance tuning and troubleshooting

The full suite of standard offerings includes:

Database	Platform		
	Midrange	z/OS	z/Linux
DB2	x	x	x
Oracle™	x		x
SQLServer	x		
MySQL	x		

### How We Charge

Charges are based on actual number of professional services hours.

#### Price drivers:

- Size and number of database instances
- Number and frequency of database refreshes
- Actual software licensing and maintenance
- Related [Platform as a Service](#) or [Managed Hosting](#) services for servers
- Additional charges may apply for
  - Optional [SAN/NAS services](#)
  - Optional [Backup/Archive services](#)

### Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

### Cost Saving Tips

- Utilize standard software platforms
- Establish archive and purge criteria to minimize storage requirements

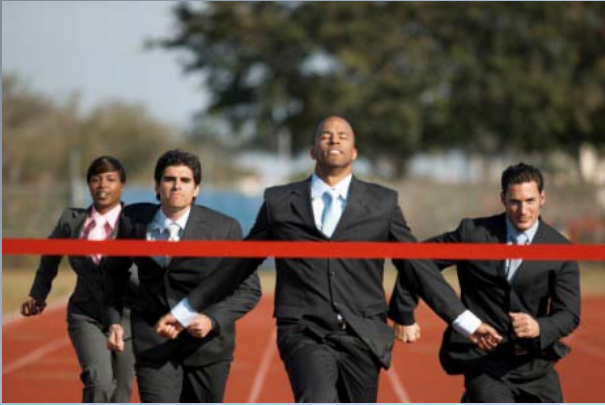
### Additional Information

- Database management services are not available with Collocation Hosting services
- Support for non-standard Database requests will be evaluated on a case-by-case basis



## Project Management Services

*NITC can provide experienced project managers to ensure timely success of service delivery projects.*



### Service Description

Project managers work closely with customers, vendors, and NITC functional areas to coordinate efforts and provide necessary project management functions to ensure timely project success.

### What is Included

- Development of Project Charter
- Development of project plan and schedule
- Coordination and scheduling of project activities across customer and NITC functional areas
- Consultation on operational and infrastructure requirements, standards and configurations
- Assistance with standard requests for service
- Facilitate project status meetings
- Timely project status reporting
- Address project issues with NITC functional areas and management
- Escalation of significant issues to customers and NITC executive management
- Manage project scope and deliverable requirements
- Document changes to project scope and schedule
- Facilitate and document project closeout
- Access to the Project Management Resource Center

### How We Charge

Current pricing is based on time and materials. Customer will only be billed for actual hours worked.

#### Price drivers:

- Complexity and scope of the project
- Number of functional areas involved

### Cost Saving Tips

- Avoid higher costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

### Additional Information

- Customer signoff of deliverables and releases is required

## Disaster Recovery Services

*NITC can provide Disaster Recovery planning and coordination services.*



### Service Description

NITC can provide assistance to customers with their Disaster Recovery (DR) planning, coordination, and incident response based on the Customer's Business Impact Analysis (BIA), Recover Point Objectives (RPO), Recovery Time Objectives (RTO), and overall recovery priority.

### What is Included

- Facilitation, planning, and coordination with NITC and Customer technical staff and coordinators to:
  - Assist with customer application Business Impact Analysis
  - Co-develop customer application Disaster Recovery Plans and recovery procedures
  - Identify recovery priorities and dependencies with other applications
  - Perform Table-top Disaster Recovery Exercises
  - Perform functional Disaster Recovery Exercises
  - Assist with documenting customer Test, Training, and Execution (TT&E) programs and After Action Reports

### How We Charge

Charges are based on actual numbers of professional services hours.

#### Price drivers:

- Frequency and complexity of DR planning
- Frequency and complexity of DR testing
- Additional charges will apply for
- Required [Hosting Services](#)
- Optional [Database Administration](#)
- Optional [Storage Services](#)

### Service Level Metrics

#### Possible Disaster Recovery Options

Service / Option	RTO	RPO*
<a href="#">PaaS - Mainframe</a>	72 hours	72 hours
Database Replication	2 hours	2 hours
Disk Replication	4 hours	2 hours
Tape Replication	24 hours	24 hours
Offsite Tape Rotation	72 hours	72 hours

\* Actual RPO is dependent on critical component availability for the timely replication of data.

### Cost Saving Tips

- Purge or archive unused data
- Perform a Business Impact Analysis to determine application RTO and RPO requirements
- Ensure the appropriate data protection solution is utilized to meet actual RTO and RPO requirements.

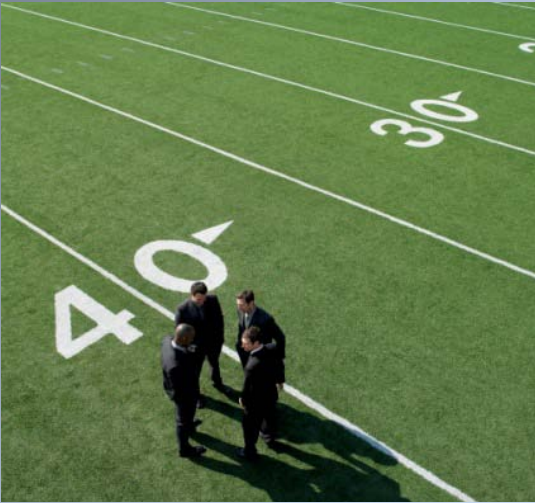
### Additional Information

#### Typical Recovery Options and Relative Costs

Technology	Recovery Scenario	Recovery Time	Potential Data Loss	Cost
Redundancy / Clustering Remote Replication	Hardware Failure	Very fast	None	\$\$\$\$\$
	• Hardware Failure • Disaster	Very fast, but application dependent	Minimal	\$\$\$\$
Continuous Data Protection	Hardware Failure	Fast but depends on the error	Minimal / None	\$\$\$
	• Application Corruption • User Error			
Point-in-Time Copy	Hardware Failure	Fast but depends on the error	Data after PIT copy is made may not be recovered. Recovery is not guaranteed	\$
	• Application Corruption • User Error			
Backup – Disk – Tape	Hardware Failure	Bit faster	Data after backup may not be recovered	\$
	• Disaster • Application Corruption • User Error	Slow		\$

## Technology Planning Services

*NITC can provide the technical expertise to help design and plan enterprise-class solutions.*



### Service Description

NITC can provide professional consulting and strategic technology planning services to assist customers with enterprise-class solution design. These key services help eliminate project risk and deliver robust technology solutions based on industry-best practices.

### What is Included

- Insight into industry and department
  - Technology roadmaps
  - Strategic plans
  - Best Practices
  - Lessons learned
- Integration and project planning support
- Business requirements analysis
- Technical requirements identification
- Technical architecture solution design
- Project risk identification and prioritization
- Definition of Enterprise Data Center (EDC) standards
- Standard architecture governance
- Technical disaster recovery planning
- Capital investment analysis
- Technology and system integration cost estimation

### How We Charge

Charges are based on actual number of professional services hours.

#### Price drivers:

- Scope and timeframe of technology project
- Additional charges may apply for
  - Optional [Hosting Services](#)
  - Optional [Application Administration](#)
  - Optional [Database Administration](#)
  - Optional [Project Management](#)
  - Optional [Storage Services](#)

### Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

### Additional Information

- Customer acceptance of deliverables is required

## Information Systems and Network Security Services

*NITC provides key information and network security services to ensure a safe operating environment for business applications.*



### Service Description

NITC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring and assessment to meet data security management requirements.

### What is Included

NITC performs the following system security tasks for systems physically and/or logically located within the NITC Enterprise Network boundaries:

- Enterprise Network Firewall and Access Control List administration
- Enterprise Network Remote Access and Admission Controls administration
- Enterprise Network Intrusion Detection System (IDS) monitoring
- Enterprise Operating System (OS) vulnerability scanning and reporting to the Customer System Security Officer
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and Access Management administration which includes:
  - OS level security in the form of User ID/Password verification
  - Enforce strict security policies regarding system access

### How We Charge

The cost of this service is included when NITC Network Services are utilized.

### Hosting services that include Network Security Services:

- [Software as a Service](#)
- [Platform as a Service](#)
- [Managed Hosting](#) with NITC [Network Services](#)
- [Collocation Hosting](#) with NITC [Network Services](#)

### Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7

### Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

### Additional Information

NITC also provides Security Governance Services that include limited control documentation, control inheritance, and audit support.



## Security Governance Services

*NITC can provide information and assurance that NITC services comply with mandatory security controls.*

NIST Special Publication 800-53A

**NIST**

**National Institute of  
Standards and Technology**  
U.S. Department of Commerce

### Service Description

NITC provides information and assurance that NITC services comply with mandatory security controls.

### What is Included

- FISMA compliance for NITC-provided services
- Standards and guidelines, including minimum requirements, for providing adequate information security for all agency operations and assets
- Supervision and oversight of NITC activity to ensure enforcement and monitor usage of information system access controls
- Security controls review to enable more consistent, comparable, and repeatable assessments
- Annual internal and 3<sup>rd</sup> party audits and assessments of security controls to determine overall control effectiveness
- Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and control monitoring
- More complete, reliable, and trustworthy information for organizational officials, to support security accreditation decisions, information sharing, and FISMA compliance

### How We Charge

This critical value-added service is included with NITC Hosting Services.

#### Hosting services that include Security Governance:

- [Software as a Service](#)
- [Platform as a Service](#)
- [Managed Hosting](#) with NITC [Network Services](#)
- [Collocation Hosting](#) with NITC [Network Services](#)

### Service Level Metrics

Measure	Target SLA
Inquiry Response	8 x 5
Audit Results	Annual
Control Inheritance Matrix	Upon Request*
Control Descriptions	Upon Request*

\* Documentation provided is controlled and For Official use Only (FOUO)

### Cost Saving Tips

Utilize a full complement of NITC services to obtain the most inheritable management controls

#### Relative Control Inheritance

NITC Service	NITC Network	NITC Storage	Inheritable Controls
Collocation Hosting	No	No	✓
	Yes	No	✓ ✓
	Yes	Yes	✓ ✓ ✓
Managed Hosting	No	No	✓ ✓ ✓ ✓
	Yes	No	✓ ✓ ✓ ✓ ✓
	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓
Platform as a Service	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓ ✓
Software as a Service	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

### Additional Information

A full matrix of inheritable management controls that identifies which controls are potentially inheritable as part of NITC's other hosting services is available upon request.